

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S) : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 01/03/07
8. DOCKET NO: C-20077248 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: COOPER, MICHAEL
RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS
COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HIS BILL.

DOCKETED
JAN 09 2007

DOCUMENT
FOLDER

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

*untimely
form sent 12/19/06*

Notice to Customer: C-20077248

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 11/8/2006. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

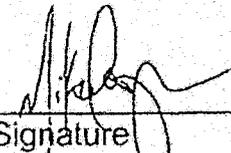
Customer name and address:
(Please correct any mistakes.)

MICHAEL COOPER
4528 WALNUT STREET
APT D-31
PHILADELPHIA PA 19139

DOCUMENT
FOLDER

813 468 8678

(Area Code) Telephone Number
BCS: 2072067
Company: PHILADELPHIA GAS
WORKS



Signature
Date of Mailing: 11/8/2006

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

BTL

20061118 01000000
20061118 01000000

22

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED
2007 JAN -3 AM 9:00
PA.P.U.C.
SECRETARY'S BUREAU

Please print or type.

C-20077248

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address.

Name Michael Cooper

Street/P.O. Box 4523 Walnut St ~~APART~~ Apt # D-31

City Philadelphia State PA Zip 19139

County Philadelphia

Area Code/HOME Phone 813-468-8678

Area Code/WORK Phone 610-543-9524

Utility Account Number 0440032616
(from your bill)

DOCUMENT
FOLDER

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Philadelphia Gas Works

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

ORIGINAL 4

DOCKETED
JAN 09 2007

g

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

See Attached paper

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

See attached paper

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: Michael Cooper, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Michael Cooper
(Signature)

12/28/06
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105
--

Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

4 B. Facts of Complaint.

From (I believe) April 2005 to Feb. 2006 I was being billed for the wrong meter, # 182 1326. After repeated complaints from December 2005 to Feb 2006, a PGW employee was sent out and "discovered" that the gas meters were crossed. PGW came out that week, traced all the meters to their apartments, replaced my actual meter (#1493170) with a new meter (#1945630) and re-assessed the past billing. In March, I received a bill (dated 3/20/06) for a past balance of \$118.50 and new usage of \$300.38. As I had not paid the bills for (I think) Dec, Jan, or Feb due to the dispute, I believe the past balance of \$118.15 is probably correct. My complaint is with the \$300.38 for 1 month's usage, more than the total usage for the rest of the winter. The only gas appliances in the apartment are the range and the heater.

2. Relief.

I would like the PUC to investigate my usage/
~~the~~ bill for Feb/March 2006. I was told by several
PGW employees that they "see what happened", but
none have explained their theories to me. ~~As~~ As
such, I do not know if the billing error is due to
a bad ~~reading~~ ^{more} during replacing my meter, or ~~the~~ getting
the old meter reading getting switched or mixed up
or what. I have also been told by PGW employees that,
~~during~~ during a turn-on of service, readings are
often bad; my very first bill from PGW was for \$9,960.
I simply believe a mistake was made during the meter
change in Feb 2006.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-236-0500

Telephone 215-787-1288
Fax Number 215-684-6996

April 26, 2006

Michael Cooper
4528 Walnut St, 31
Philadelphia, Pa. 19139



Re: Gas Meters

Dear Mr. Cooper:

On February 9 2006, a PGW service person visited the property to investigate the meters in the building. It has been determined that your gas account has been billed for gas used on meter #1821326 in error which supplied gas to apartment #32. The correct meter for your apartment is meter #1493170. Your account has been re-billed from April 9, 2005 to February 16, 2006. Enclosed is your current bill which totals \$418.53. If you have any questions, contact us at the above phone number. We apologize for any inconvenience this matter may have caused you.

Pursuant to regulations approved for the Philadelphia Gas Works, you have the right to appeal PGW's findings concerning your inquiry within 10 days to the PUC, Bureau of Consumer Services. You may contact them in writing, via telephone, via e-mail or you may visit the PA office.

In Writing

Bureau of Consumer Services
Informal Complaint Unit
P.O. Box 3265
Harrisburg, Pa 17105-3265

Visit PA Office

PUC, Bureau of Consumer Services
Room 1310 State Office Building
1400 W. Spring Garden Street
Philadelphia, PA 19130

E-Mail Address: puc.paonline.com

Toll Free #: 800-782-1110

*Sincerely,
Anthony Woodbury*

Dispute Resolution Unit

*PUC case #
2072067*

New

Mrs. Pittman



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2
Billing Date: 03/20/06
Account Number: 0440032616

MONTHLY STATEMENT

From 02/16/06 thru 03/17/06
Billing Cycle Number: 11

Account for:
MICHAEL COOPER
4528 WALNUT ST, 31
PHILADELPHIA PA 19139-4550

Billing Summary

Past Due Amount \$118.15
Current Charges \$300.38

Total Amount Due By	
Apr 20, 2006	\$418.53

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment.
Write your account number on your check or money order made payable to PGW.



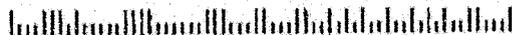
Account Number: 0440032616
Due Date: Apr 20, 2006
Please Pay: \$418.53

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:



MICHAEL COOPER
4528 WALNUT ST, 31
PHILADELPHIA PA 19139-4550



Philadelphia Gas Works
P.O. Box 17606
Baltimore, MD 21297-1606

000440032616800000000418533



MICHAEL COOPER
 4528 WALNUT ST, 31
 PHILADELPHIA PA 19139-4550

Page: 2 of 2
 Billing Date: 03/20/06
 Account Number: 0440032616

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$118.15	\$0.00	\$118.15	\$0.00	\$300.38	\$418.53

Current Basic Charges

SA ID# 7892145766, 4528 WALNUT ST, 31
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 150 Ccf @ \$1.3119..... \$196.79
 Total Supply Charges \$196.79

Delivery Charges

Customer Charge @ \$12.00 \$12.00
 Distribution Charge 150 Ccf @ \$0.66618..... \$99.93
 Gas Cost Adjustment @ -\$0.05558 for 29 Days \$8.34 CR
 Weather Normalization Adjustment \$0.00
 Total Delivery Charges \$103.59
 Total Current Billing Charges \$300.38

Adjustment Detail

Adjustments for SA ID # 5241835120
 Transfer Balance..... \$306.85 CR
 Adjustments for SA ID # 7892145766
 Transfer Balance..... \$306.85
 Total Adjustments..... \$0.00

Meter Detail

Meter #: 1945630

Service Point: 9972322003

Next Meter Read: Apr 18, 2006

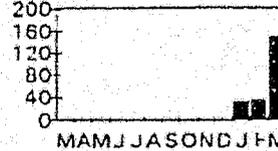
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/16/2006	7262	Actual	03/17/2006	7412	Actual	150	150.00	1.042	156.22

Energy Usage Information

SA ID# 7892145766, 4528 WALNUT ST, 31
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	5.0	0.0
Billing Days	29	0
Avg Daily Cost	\$10.36	\$0.00

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 219.00
 Avg Ccf 18.25
 ■ Actual
 □ Estimated



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JANUARY 9, 2007

C-20077248

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MICHAEL COOPER. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

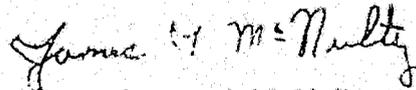
DOCUMENT
FOLDER

JANUARY 9, 2007

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 9, 2007

DOCKETED
JAN 09 2007

MICHAEL COOPER
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077248

**DOCUMENT
FOLDER**

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

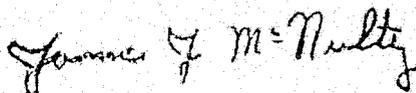
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Philadelphia Gas Works

800 West Montgomery Avenue, Philadelphia, PA 19122



Laureto A. Farinas, Esq.
Legal Department
Direct Dial: (215) 684-6982
Fax: (215) 684-6798
E-mail: laureto.farinas@pgworks.com

January 26, 2007

James McNulty, Secretary
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

ORIGINAL

RE: Michael Cooper v. PGW, Docket No.: C-20077248

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

Laureto A. Farinas

Laureto A. Farinas

DOCUMENT FOLDER

Enclosure

cc: Michael Cooper. (first class mail)
Anne Cromley, (CRU, interoffice mail)

RECEIVED

JAN 26 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

53

**DOCUMENT
FOLDER**

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Michael Cooper

v.

Philadelphia Gas Works

:
:
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:
:

Docket No. C-20077248

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Admitted in part; denied in part. PGW denies the averment that there are incorrect charges on the Complainant's gas bill. The Complainant's gas bills are correct as rendered at 4528 Walnut Street, D31, Philadelphia, PA (Service Address).

ORIGINAL

(b) Admitted in part; denied in part. It is admitted that the Complainant was billed for the wrong meter.

It is admitted that PGW discovered that the gas meters were crossed.

It is further admitted that the Complainant received a past due balance of \$118.50 and a one month usage bill for \$306.85.

It is admitted that the Complainant has not paid his gas bill, as shown on the statement of account history, which is attached hereto as Exhibit "A."

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It is further admitted that the past due balance of \$118.50 is correct as rendered.

It is admitted that the Complainant disputes the gas bill in the amount of \$300.38.

It is admitted that the Complainant's gas service is listed as residential heat and domestic appliance.

By way of further answer, the Complainant established gas service to 4528 Walnut Street, 31, Philadelphia, PA (Service Address).

On November 22, 2005, the Complainant contacted PGW regarding the bill. The Complainant indicated that he was being billed at the wrong meter. The Complainant stated that his meter # is 1492563 which is listed as apartment d-29.

On January 4, 2006, a high bill dispute was issued to PGW's Dispute Resolution Unit for investigation.

On February 2, 2006, PGW service person visited the Service Address to investigate the meter and found the meters supplying gas to the wrong apartments.

On February 9, 2006, a trace of the meter and pipe found meter # 1821326 under this account, but was supplying gas to apartment 32. Investigations also found that meter # 1493170 was supplying gas to apartment 31 and meter # 1493170 was exchanged to the new meter of 1945630. Apartment 31 and 32 had switched meters. PGW corrected the billing for apartment 31 and 32.

On February 28, 2006, the Complainant called to see if the corrections had been made. The Complainant was advised there was a hold on the account.

On March 7, 2006, a re-bill was sent to the Complainant in the amount of \$118.15 for the period from January 18, 2006 through February 16, 2006 for 35ccf's.

On April 26, 2006, a letter was sent to the Complainant explaining switch meter and the corrections have been made.

On May 04, 2006, the Complainant was not satisfied with the high bill dispute findings. The Complainant was given his rights to this Commission.

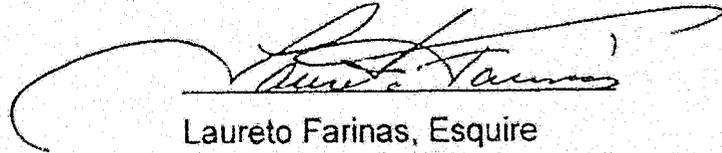
On November 08, 2006, the Bureau of Consumer Service (BCS) rendered a decision and concluded that the Complainant's bill is correct as rendered. A copy of the BCS decision is attached hereto as Exhibit "B."

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, affirm the decision of the BCS in this matter and dismiss the Complaint.

Respectfully submitted,

January 26, 2007



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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JAN 26 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT A

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

HISTORY REQUEST REPORT FOR ACCOUNT # 440032616 AND SA # 7892145766 AS OF 01/24/2007

Account #: 440032616	SA #: 7892145766	Bill Cycle: 11	Rate Class: GS	Phone #: 4688678(613)
Name: COOPER, MICHAEL				
Address: 4528 WALNUT ST, 31/PHILA, PA				
Pay Agreement Indicator: N				
Easyway Indicator:				
CRP Status:				
Blocker Start Date: 20070116				
Blocker End Date: 20090116				
Meter #: 1945630				

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/13/2005	BILL	\$9,485.83	\$9,485.83	\$0.00	04/09/2005	05/13/2005	R	6913	\$9,485.83	6913	1821326
06/14/2005	BILL	\$25.42	\$25.42	\$0.00	04/09/2005	06/14/2005	R	6914	\$25.42	1	1821326
06/14/2005	BILL	\$13.45	\$13.45	\$0.00	05/13/2005	06/14/2005	R	6914	\$9,641.56	1	1821326
06/15/2005	LPC	\$142.28	\$142.28	\$142.28							
06/22/2005	LPCWVE	(\$142.28)	(\$142.28)	(\$142.28)							
06/22/2005	CANB	(\$13.45)	(\$13.45)	\$0.00							
06/22/2005	BSEGCN	\$0.00	\$0.00	(\$13.45)							
06/22/2005	CANB	(\$9,485.83)	(\$9,485.83)	\$0.00							
06/22/2005	BSEGCN	\$0.00	\$0.00	(\$9,485.83)							
07/14/2005	BILL	\$12.00	\$12.00	\$0.00	06/14/2005	07/14/2005	R	6914	\$37.80	0	1821326
07/15/2005	LPC	\$0.38	\$0.38	\$0.38							
08/15/2005	BILL	\$12.00	\$12.00	\$0.00	07/14/2005	08/15/2005	R	6914	\$50.36	0	1821326
08/16/2005	LPC	\$0.56	\$0.56	\$0.56							
08/24/2005	PAY	(\$50.36)	(\$50.36)	\$0.00							
09/15/2005	BILL	\$15.09	\$15.09	\$0.00	08/15/2005	09/15/2005	R	6916	\$15.09	2	1821326
10/12/2005	PAY	(\$15.09)	(\$15.09)	\$0.00							
10/14/2005	BILL	\$13.99	\$13.99	\$0.00	09/15/2005	10/14/2005	R	6917	\$13.99	1	1821326
11/14/2005	PAY	(\$13.99)	(\$13.99)	\$0.00							
11/15/2005	BILL	\$49.98	\$49.98	\$0.00	10/14/2005	11/15/2005	R	6936	\$49.98	19	1821326
12/14/2005	PAY	(\$49.98)	(\$49.98)	\$0.00							
12/15/2005	BILL	\$306.85	\$306.85	\$0.00	11/15/2005	12/15/2005	R	7095	\$306.85	159	1821326
01/04/2006	XFER	(\$306.85)	(\$306.85)	(\$306.85)							
01/18/2006	BILL	\$184.34	\$184.34	\$0.00	04/09/2005	01/18/2006	R	7637	(\$188.70)	34	1493170
01/18/2006	BILL	\$295.99	\$295.99	\$0.00	12/15/2005	01/18/2006	R	7236	\$295.99	141	1821326
02/16/2006	BILL	\$83.23	\$83.23	\$0.00	01/16/2006	02/16/2006	R	7639	(\$188.70)	35	1493170
02/16/2006	BILL	\$83.23	\$83.23	\$0.00	01/16/2006	02/16/2006	R	7262	(\$188.70)	35	1945630
02/16/2006	BILL	\$231.81	\$231.81	\$0.00	01/16/2006	02/16/2006	R	7344	\$532.23	108	1821326
02/17/2006	LPC	\$4.43	\$4.43	\$4.43							

Account # 44032616

SA # 7892145766

Bill Cycle: 11

Rate Class: GS

Phone # 4686678(813)

Name: COOPER, MICHAEL

Address: 4528 WALNUT ST, 31/PHILA, PA

Easyway Indicator: [CRP Status]

Meter # 1945630

Blocker End Date: 20090116

Blocker Start Date: 20070116

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/07/2006	CANB	(\$295.99)	(\$295.99)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$49.98)							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$12.00)							
03/07/2006	LPCWVE	(\$0.56)	(\$0.56)	(\$0.56)							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$12.00)							
03/07/2006	CANB	(\$12.00)	(\$12.00)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$13.99)							
03/07/2006	CANB	(\$13.99)	(\$13.99)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$306.85)							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$25.42)							
03/07/2006	LPCWVE	(\$4.43)	(\$4.43)	(\$4.43)							
03/07/2006	LPCWVE	(\$0.38)	(\$0.38)	(\$0.38)							
03/07/2006	CANB	(\$306.85)	(\$306.85)	\$0.00							
03/07/2006	CANB	(\$12.00)	(\$12.00)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$15.09)							
03/07/2006	CANB	(\$15.09)	(\$15.09)	\$0.00							
03/07/2006	CANB	(\$49.98)	(\$49.98)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$231.81)							
03/07/2006	CANB	(\$231.81)	(\$231.81)	\$0.00							
03/07/2006	BSEGCN	\$0.00	\$0.00	(\$295.99)							
03/07/2006	CANB	(\$25.42)	(\$25.42)	\$0.00							
03/09/2006	XFER	\$306.85	\$306.85	\$306.85							
03/17/2006	BILL	\$300.38	\$300.38	\$0.00	02/16/2006	03/17/2006	R	7412	\$418.53	150	1945630
04/18/2006	BILL	\$43.64	\$43.64	\$0.00	03/17/2006	04/18/2006	R	7428	\$468.44	16	1945630
04/19/2006	LPC	\$6.27	\$6.27	\$6.27							
05/04/2006	XFER	(\$468.44)	(\$468.44)	(\$468.44)							
05/17/2006	BILL	\$12.00	\$12.00	\$0.00	04/18/2006	05/17/2006	R	7428	\$12.00	0	1945630
06/16/2006	BILL	\$12.00	\$12.00	\$0.00	05/17/2006	06/16/2006	R	7428	\$24.18	0	1945630
06/19/2006	LPC	\$0.18	\$0.18	\$0.18							
06/21/2006	PAY	(\$12.00)	(\$12.00)	\$0.00							
07/13/2006	PAY	(\$24.18)	(\$24.18)	\$0.00							
07/18/2006	BILL	\$15.67	\$15.67	\$0.00	06/16/2006	07/18/2006	R	7430	\$3.67	2	1945630
07/26/2006	PAY	(\$3.67)	(\$3.67)	\$0.00							

Account # 44032616 SA # 7892145766 Bill Cycle: 11 Rate Class GS Phone #: 4688678(613)
 Name: COOPER, MICHAEL Address: 4528 WALNUT ST, 31/PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator CRP Status
 Blocker Start Date: 20070116 Blocker End Date: 20090116 Meter #: 1945630

Tran Date	Tran Type	Current Amt	Total Amt.	Adjust Amt	Segment Start Date	Segment End Date	Reat Code	End Read	Current Balance	Usage	Meter #
08/16/2006	BILL	\$13.83	\$13.83	\$0.00	07/18/2006	08/16/2006	R	7431	\$13.83	1	1945630
09/15/2006	BILL	\$13.83	\$13.83	\$0.00	08/16/2006	09/15/2006	R	7432	\$13.83	1	1945630
09/18/2006	PAY	(\$13.83)	(\$13.83)	\$0.00							
10/16/2006	BILL	\$13.83	\$13.83	\$0.00	09/15/2006	10/16/2006	R	7433	\$27.86	1	1945630
10/18/2006	LPC	\$0.20	\$0.20	\$0.20							
11/14/2006	XFER	\$468.44	\$468.44	\$468.44							
11/15/2006	BILL	\$19.40	\$19.40	\$0.00	10/16/2006	11/15/2006	R	7437	\$523.14	4	1945630
11/16/2006	LPC	\$7.44	\$7.44	\$7.44							
12/15/2006	BILL	\$43.60	\$43.60	\$0.00	11/15/2006	12/15/2006	R	7454	\$574.47	17	1945630
12/18/2006	LPC	\$7.73	\$7.73	\$7.73							
01/19/2007	BILL	\$64.87	\$64.87	\$0.00	12/15/2006	01/19/2007	R	7481	\$647.72	27	1945630
01/22/2007	LPC	\$8.38	\$8.38	\$8.38							

EXHIBIT B

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JAN 20 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 <CaseNbr>2072067</CaseNbr>
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 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
 <CustomerFirstName>MICHAEL</CustomerFirstName>
 <CustomerLastName>COOPER</CustomerLastName>

Page 2 of 5

<AccountNumber>0440032616</AccountNumber>
- <CustomerServAddress>
 <ServAddress1>4528 WALNUT STREET</ServAddress1>
 <ServAddress2>APT D-31</ServAddress2>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19139</ServZip5>
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<DateClosed>2006-11-08</DateClosed>
<Resolution>THE BILLS ARE CORRECT AS RENDERED. THE CUSTOMER IS RESPONSIBLE FOR THE MAKE UP BILLS RESULTING FROM THE METER BILLING ERROR. MR COOPER WAS BILLED FOR USAGE AT APT 32 AND APT 32 WAS BILLED FOR MR COOPER'S USAGE AT APT 31. THE CUSTOMER WAS GIVEN CREDIT ON HIS CORRECT ACCOUNT FOR ALL PAYMENTS HE PAID TOWARD THE WRONG ACCOUNT RESULTING FROM THE METER MIX UP. THE CUSTOMER WAS NOT SATISFIED WITH THE PUC DECISION. THE DECISION WAS MAILED AND THE APPEAL RIGHTS WERE EXPLAINED.</Resolution>
<BalanceDate>2006-10-09</BalanceDate>
<LetterDescription>EGW PAR W/SIMPLE DISPUTE/NO PAYMENT AGREEMENT/LEVEL 1</LetterDescription>
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 <BCSInvestigatorLName>CLEA</BCSInvestigatorLName>
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</OtherInfo>
</Case>
- <Case>

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18. Pa. C.S. §4904, concerning false statements to authorities.

Dated: January 26, 2007



Laureto Farinas, Esquire

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JAN 26 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

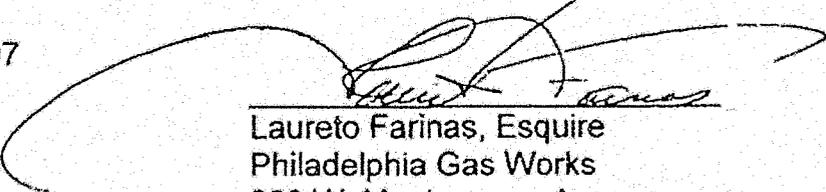
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Michael Cooper
4528 Walnut Street, 31
Philadelphia, PA 19139

Dated: January 26, 2007



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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JAN 26 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU